Appendix A – Communication Matrix

Event	Other	Email GIS Datanews	Email GIS ALL	UNIX login message	UNIX broadcast message	NT broadcast message	User Group announcement	Website
Events (User Groups, GIS Day, Training etc)			Moderator adds to weekly e-mail digest prior to the event				Event moderator makes an announcement at the next meeting	GIS Center posts current events on the front page in a timely manner
New Data Layer		Steward adds to weekly e-mail digest prior to the event					Steward makes an announcement meetings during various stages of development including initial planning and posting	GIS Center posts the event on the front page in a timely manner
Change Data Layer		Steward adds to weekly e-mail digest prior to the event					Sterard makes an announcement at the next meeting.	GIS Center posts the event on the front page in a timely manner
Delete Data Layer		Steward adds to weekly e-mail digest prior to the event					Steward makes an announcement meetings both before and after the event.	GIS Center posts the event on the front page both prior to and after the event.
Data Corruption	Discoverer e-mails steward upon discovery and include geographic location.	Steward e-mails upon notification and includes geographic location and expected time of repair					Steward makes an announcement at the next meeting.	
Data Development Needs							Requestor makes an announcement at a meeting	
PLIBRARY Structure Change		DBA adds to weekly e-mail digest prior to the event					DBA makes an announcement at the next meeting.	GIS Center posts the event on the front page both prior to and after the event.
Planned Reboot Production Servers			Administrator adds to weekly e-mail digest prior to the event and sends out an e-mail reminder 24 hours before the event	Administrator adds to the login message when known	Administrator makes an announcement 15 minutes prior to event	Administrator makes an announcement 15 minutes prior to event	Meeting moderator announces the reboot schedule at the next meeting	GIS Center posts the event on the front page prior to the event
Unplanned Reboot Production Servers		Administrator adds to the					Administrator or DBA discusses at the next	

		weekly e-mail digest a description and diagnosis of what occurred if known						meeting
Staff Changes			Supervisor adds to weekly e-mail digest (use discretion).					Agency representative makes an announcement at the next meeting	
Applications - New			Author adds to weekly e-mail digest during planning and when released					Author makes an announcement at meetings during various stages of development including initial planning and release	The GIS Center posts the event in a timely manner
Applications - Changes			Author adds to weekly e-mail digest prior to the event					Author makes an announcement at the next meeting	GIS Center posts the event in a timely manner
Hardware – Network Changes (IP Changes) *Please see previous communication best practice if system reboot is required.*			Administrator adds to weekly e-mail digest when known and just prior to event						
Hardware – New Servers *Please see previous communication best practice if system reboot is required.*		Administrator adds to weekly e-mail digest						Administrator makes an announcement at the next meeting	GIS Center posts the event in a timely manner
Hardware – Retire Servers *Please see previous communication best practice if system reboot is required.*		Administrator adds to weekly e-mail digest						Administrator makes an announcement at meetings both before and after the event	GIS Center posts the event on the front page both prior to the event and after the event
Vendor Software Upgrades and Configurations *Please see previous communication best practice if system reboot is required*		Administrator adds to weekly e-mail digest when known and just prior to event						Administrator makes an announcement at meetings both before and after the event	GIS Center posts the event on the front page both prior to the event and after the event

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